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June 22, 2008

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning
TRS for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2009. As required, this filing includes one original copy of the required complaint log and is filed in accordance with the FCC ECFS guidelines.

In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 16, 2009 letter.

Should you have any questions regarding this filing, please contact me at 803/737-0814.

Sincerely,

Dawn Hippie
Director
Telecommunications, Water/Wastewater and Transportation

Enclosures



**South Carolina
FCC Complaint Log 2009**

Complaint Tracking for SC (06/01/2008-05/31/2009). Total Customer Contacts: 32

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/12/08	A customer stated that she has had to wait 30 minutes before Relay SC will answer the phone. She wants to be contacted and told why it is taking so long. The phone is her only lifeline and she can't wait 30 minutes for Relay to pick up the phone. The complaint came in on 6/12/8 and was forwarded to Customer Service for follow-up. The customer wants a technician to call her and explain what the problem is.	06/12/08	The complaint was forwarded to Customer Service. I tried to contact the customer three times (10:36 AM, 1:17 PM, and 4:15 PM on 6/13/08) to get additional information, but there was no answer and no way to leave a message. Relay needs to know what number she is dialing so a trouble ticket can be opened. Without that information, no trouble ticket was entered. More information is needed to investigate. See previous explanation on Sprint attempting three times to contact the customer for additional information. 11 months have passed and the customer has not contacted Customer Service since the original complaint, so this is considered closed.
2	06/18/08	The customer stated that the agent was rude and hung up on them. The complaint was made at 9:40 AM on 6/18/08 and forwarded to the correct call center for follow-up. No follow-up with the customer was requested.	06/18/08	On June 19, 2008 the agent was spoken to regarding being rude and disconnecting a customer. The agent denied disconnecting the caller and doesn't know why she was perceived as rude. We are unable to properly coach this agent due to insufficient information reported. Elaboration is needed as to why the customer perceived the agent as rude.
3	06/24/08	Answering machine message retrieval	06/24/08	A customer shared feedback regarding the accuracy of captions while retrieving an answering machine message. The Customer Service Representative apologized for the incident and investigated the call. Customer Service advised the customer of a technical difficulty recorded by the CA on the call that contributed to the customer's experience. The customer noted that this was a unique experience that he had not seen before.
4	06/30/08	A VCO customer stated they have problems getting into relay and that it sometimes takes up to 2 hours. They just wanted someone to know. No follow-up was requested and no specific date was given. The customer said that this happened all the time in South Carolina.	06/30/08	Test calls were made and they completed fine. Relay was unable to determine the root of the problem without having more information (dates and agents numbers) and follow-up contact information. The customer may contact Customer Service directly at 800 676 3777 if the problem continues.
5	07/11/08	A TTY customer said that the operator did not give time to read the tiny numbers. The operator also did not give an opportunity after the ringing macro was finished to respond; they just sent the macro again, and did not get the specific department that the customer asked for. I apologized to the customer, who did not request follow up.	07/11/08	The agent was coached on proper procedure.

6	07/11/08	A SC voice customer states a supervisor was very rude and refused to allow her to speak with another supervisor. The customer says the first supervisor stated there was no supervisor by the other ID number at that location. When the customer questioned that statement, the supervisor became very rude. The call took place around 7/11/08 at approximately 8:45 PM CST. Relay Customer Service apologized for the problem. The customer would like a follow-up.	07/11/08	This was discussed with first supervisor and referred to the Operations manager. On 7/13/08 the customer was contacted for a follow-up. I apologized for the inconvenience and the customer was satisfied.
7	07/14/08	A customer stated that they feel Sprint is a rotten company. They said it took them 3 hours to get an operator. The customer would not give their name or phone number for follow-up and the call came in with no from number. The customer was very belligerent and used foul language toward the agent and supervisor.	07/14/08	Without above information, no action was taken.
8	07/14/08	A customer complained that a Customer Service agent was very rude to her and then hung up on her.	07/14/08	The complaint was filed on 7/12/08 and was forwarded to Customer Service. Follow-up was requested. The complaint was referred to the Program Manager for follow-up. I followed up with this customer and apologized. They asked about Relay services so I explained briefly, then apologized again. The customer seemed satisfied.
9	08/15/08	A customer reports continual delays in connecting to Relay SC. I advised them I would enter a trouble ticket and complaint, call the contact at the facility where the customer lives, and call the equipment program on her behalf as requested. A trouble ticket was entered. The customer requests contact to facility name and number listed on complaint.	05/08/09	The resolution was explained. Due to upgrades to the Relay platform, VCO issues have been drastically reduced.
10	09/18/08	A customer branded HCO came in as TTY when they dialed 711.	09/18/08	Took care of the issue and the customer is now satisfied.
11	09/26/08	A TTY customer reported that the CA did not type verbatim, but made the words and sentences so short that the customer could not figure out what was said. The CA did not finish sentences and stopped before they were completed. The TTY customer reports that a lot of CAs do this now and they expect the problem to be resolved and for it not to happen again. I apologized for problem and advised that the complaint would be forwarded to the CA's supervisor. The customer did not request follow-up contact.	10/02/08	A supervisor spoke with this agent, who said that she paces calls and types verbatim, but she remembered the TTY user saying she that was not typing verbatim. He complained that all relay operators type only what they want to type. The agent said she typed what the voice caller said. It was determined that it was not agent error and no action was taken.

12	09/29/08	A SC VCO user complained that after the agent dialed the wrong number, they disconnected her. I apologized and explained that I would be sure to inform the agent's supervisor of the issue. The customer wants contact from the Relay Program Manager.	09/29/08	Procedures were reviewed with the operator on what to do if the wrong number is dialed. She was reminded that she should disconnect the outbound line and inform the customer that the operator dialed the wrong number and will now dial the correct number. The operator was very receptive to the coaching and now has a clear understanding of procedures. The Relay Program Manager left a message on the customer's answering machine on 10/1/2008 and worked with the Operations department on this issue for several weeks. Operations has done everything they cant. The Relay Program Manager discussed this with the customer when they finally got a hold of her and explained what Operations has done. I also explained if the customer would like to try the CapTel phone they could and provided the contact information for the SCTEDP. The customer was still not satisfied and was angry.
13	09/29/08	A SC VCO user complained that after asking the agent for the Relay Customer Service phone number, the agent said, "I don't have that information or that number," and then the agent disconnected her. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants contact from the Relay Program Manager.	09/29/08	The spelling of the customer's name was corrected for contact. The CA was coached on appropriate procedures. The Relay Program Manager worked with the Operations department for quite some time then called customer on 9/30 via phone and provided support. Due to upgrades to the Relay platform, VCO complaints have been drastically reduced.

14	09/29/08	A SC VCO complained that the agent typed what she was saying on VCO back to her and her hearing sister only got part of her conversation. The agent explained that the problem was due to weather and suggested the VCO user call her telephone company. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants contact from the Program Manager.	09/29/08	I followed up with the operator regarding this call. This operator had just started and got confused who he should be typing for. The agent acknowledged he made a mistake and now is familiar with the VCO call process. The Relay Program Manager called the customer and left a voice message on the customer's TTY answering machine. The Relay Program Manager called the customer on 9/30/2008, 10/1/2008, and other dates., leaving messages on her answering machine and eventually discussing with her about what was being undertaken to improve her Relay service. The Relay Program Manager followed up with the customer on 5/15 at 2:15 PM, leaving a message on her TTY answering machine via an interpreter. The Program Manager spoke with the customer on 5/18 at 11:35 AM and the first thing they said was, "Your spelling is bad". She then proceeded to say that her messages were coming in half-garbled for the next few minutes and that I should, "Stop using a TTY".. When I informed her that I was using a live interpreter via Relay, she said that then she was able to understand all of the typed words clearly. When the customer said that Relay is still bad, the Relay Program Manager asked if she would like to try CapTel as suggested before. The customer said that no one told her about CapTel before, then a few minutes later had a lot of information on CapTel. The customer stated that she will, "wait for something better"..
15	10/14/08	Accuracy of captions	10/14/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time and CA number of any future calls to allow us to take specific action with the CA captioning the call.
16	10/22/08	Consumer education - USB	10/22/08	I informed the customer how to set-up speed dial numbers in his USB CapTel phone.
17	10/23/08	Consumer education - USB	10/23/08	I assisted the customer with installing the USB with Vista program.
18	11/05/08	A SC TTY user complained that the agent's typing wasn't garbled, but it was more like "scrambled," making it difficult to understand the conversation when making a reservation and wanting to verify the information. I apologized and explained that I would be sure to inform the agent's supervisor. The customer wants e-mail contact from the Program Manager.	11/05/08	On 11/10/08 a team leader met with the agent and coached them on the importance of pacing customers to ensure a balance of typing speed and accurate spelling. The agent understands that failure to meet the minimum typing and accuracy requirements can lead to termination. An e-mail to follow-up was sent to the customer at the address provided on 11/10/08 at 11:17 AM.

19	11/13/08	Accuracy of captions	11/13/08	A customer shared feedback regarding single words that were not accurately captioned. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Feedback as received was passed on to Call Center Management and the customer was satisfied.
20	12/02/08	A customer stated that she cannot reach a relay operator consistently when dialing 711 or the dedicated VCO number. She said that sometimes the call goes through but sometimes it does not. The Relay Customer Service Representative apologized for the problem and assured the customer that a complaint would be sent in. Call back was requested when the problem is fixed, a trouble ticket was entered.	05/08/09	Customer Service stated they "...branded the customer's cell phone callers' numbers. Customer wanted the 'disable turbo code' note removed, which Customer Service did, but explained to the customer that this may cause additional issues. The customer thinks TurboCode is off on the machine, which Customer Service explained it is necessary for it to be effective when the agent disables TurboCode." Also, due to upgrades to the Relay platform, VCO complaints have been drastically reduced.
21	12/09/08	A customer complained about the operator having too many typos that were not corrected.	12/09/08	A Team Leader met with the CA at 5:30 PM on December 10, 2008 and discussed the complaint. The team leader recommended that the CA pace the voice customer sooner to make sure he is getting everything verbatim and takes the time to type correctly.
22	12/18/08	A SC TTY customer says that he asked this operator to dial a toll free number to verify whether it was a TTY number or not.	12/18/08	The operator told the customer that the customer that they cannot ask to verify if a number is working as TTY or not. I apologized for the inconvenience and no follow-up was requested.
23	02/04/09	Accuracy of captions	02/04/09	A customer shared their feedback regarding the accuracy of one phrase in a captioned sentence. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time and CA number of any future incidents to allow us to take very specific action with the CA captioning the call. The caller did not have the CA number or date of the call in question.

24	02/12/09	A caller said the agent seemed to take a long time to relay her message more than one time during the call. The caller said she thought she had lost connection with the operator, but then the agent said that she still was relaying the caller's information. The caller is not upset, she just wants to know what happened, as it is the first time this has ever happened. She said after she gave the "GA" it took about 10 minutes of waiting after several transmissions. She would like to hear from a supervisor today to find out what happened on this call, which took place around 1 PM on Thursday, 2/12/09. I apologized for the problem and assured the caller that a supervisor would call her. Follow-up was requested.	02/12/09	The agent does not remember this call. The customer was contacted and is happy that we understood her concerns. I assured her that we had spoken to the agent. The customer stated this was a very difficult call and she had been very emotional during it. She stated she might have been somewhat oversensitive to how the call was being relayed because of the call content. The customer was satisfied that she had been contacted and was able to express her concerns.
25	03/31/09	A SC TTY user called to complain that the spelling on her call was so poor that she could not understand the conversation. The call was today about 2pm EDT. The Customer Service Representative apologized for the problem and the customer did not request follow-up.	03/31/09	It was determined that this was a garbling and technical issue. There was a lot of weather activity that day and it was affecting the computers. Non agent error. This is a technical issue. No action taken.
26	04/06/09	The customer stated that they do not like waiting for 1/2 to 1 hour for a relay operator to answer and said they want to sue everybody if something happens to them. The complaint was forwarded to Customer Service. No specific date was given and the customer said that this happens all the time.	04/06/09	Relay needs specific dates and times to research this issue. There was not enough information provided to resolve the case. No follow-up was requested. A supervisor spoke with the customer about relay being busy all the time. The customer was very belligerent and would not listen to the supervisor. She was upset because she felt it always took her so long to get an operator. She said she was going to sue Sprint and all the operators who wouldn't answer her call.
27	04/13/09	The caller reported that she instructed the CA to leave a message after they typed the answering machine message. The operator did not type the message, but got TTY tones and typed that she could not connect TTY to TTY, then disconnected. The operator did not ask "GA or SK". The caller wanted to request a TTY to TTY call. The Customer Service Representative responded by apologizing for the inconvenience and telling the customer that the report would be sent to the call center supervisor. Follow-up was requested.	04/13/09	The CA was coached on the correct procedure for TTY to TTY calls. The CA is now able to demonstrate the correct procedure. The Relay Program Manager e-mailed the customer and explained that a Team Leader coached the agent on the proper Relay procedures and thanked customer for helping us improve the CAs' performance. The customer responded, thanking us for the follow up. They are satisfied.

28	04/21/09	A very upset customer stated that the agent was slow to respond. It took 3 minutes to get a response after the customer said "GA". The customer complained that he shouldn't have to wait so long as he answers promptly and expects the same courtesy. The complaint was forwarded to a Team Leader for coaching on focus and responding promptly.	04/21/09	A Team Leader reviewed this complaint with the agent, who remembered the call and said she was having difficulty with the number going through and hearing the VCO user. The VCO customer was very impatient, but the agent does not believe it was 3 minutes before she responded. The agent apologized for the inconvenience to the customer.
29	04/21/09	An upset customer stated that the agent was very slow. It took 3 minutes to get a response after he said GA. He complained that he shouldn't have to wait so long as he answers promptly and expects the same courtesy. I apologized to customer, who made the complaint on 4/20/09 at 2:20 PM. No follow-up was requested and the complaint was forwarded to correct center.	04/21/09	The operator did not recall any long delays in responding to a customer. She was coached to be responsive and focused, to respond to a customer right away and the number dialed in five seconds or less. The operator was very receptive to the coaching.
30	04/30/09	A caller was having an intense conversation and in the middle of it, all of a sudden, the operator stopped relaying the call for 5 to 10 minutes. The caller asked the agent if they were still on the line and the agent responded (one moment pls) with no explanation. The caller had to get off the line and could not finish her call. The caller wants a supervisor to follow-up with her after talking with agent to find out what happened on the call. The best time to call is Friday morning or after 5:30 PM. The caller says it is very important to know what happened and why they were kept waiting on line in mid-conversation for 5 minutes or more. The call took place early evening on Thursday 4/30/09.	04/30/09	The operator does not remember a call like this. The operator was coached on giving full attention at all times to customers and giving progress reports if there is a delay or a technical issue. The operator was able to demonstrate correct call handling. I was unable to reach the customer for follow-up. I tried to contact her several times today between 7:00 PM and 7:30 PM..
31	05/12/09	A customer states that during a call to reserve a ride the light on the TTY started flashing like someone was talking. The customer hit the space bar to let the agent know they were still on the TTY and then the call then disconnected. The Customer Service Representative thanked the customer for letting us know and apologized for the problem. The customer was assured that a trouble ticket would be sent in and it was.	05/13/09	The technician was unable to determine any cause for this issue. However, given the customer's description of the activity light flashing, there was most likely static on the line before it disconnected. Static is common right before a circuit bounces, and a circuit bounce would explain the disconnected call. The technician can say with certainty that the bounce did not occur in his center, and he has nearly no way of determining where a bounce would have occurred in this case if it was indeed a circuit issue.

32	5/26/2009	Said VCO please; operator did not send (voice now) GA. VCO was in a hurry. Said CA did not open up VCO. Complaint call came in at 1300 on 5/26/09.	6/3/2009	Agent said he had a hard time understanding the customer and also that he did notice there seemed to be a few seconds lag (longer than normal) for the VCO to open up. The agent was coached and understands that he should call for supervisor assistance if he's having problems understanding or any technical issues.
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